



Senior Eligibility Worker

Department: Social Services

Class Code: 4112

EEO Code: 22

FLSA: N

Effective: 01/12/1994

GENERAL STATEMENT OF DUTIES:

Under general supervision; performs work of moderate difficulty in interviewing and processing applicants for financial service programs; handling specialized case loads; may supervise a small staff; and performing related work as required.

SPECIFIC STATEMENT OF DUTIES:

Conducts interviews with individuals applying for financial assistance programs; secures needed information and determines eligibility of applicants; reviews ongoing cases for continuing eligibility; interprets policy to individuals, families and the public; advises clients of other available services inside and outside the agency; may make home visits to collect information; detects fraud cases and makes appropriate referral; may supervise eligibility workers and aides; trains, evaluates and monitors their work and caseloads; performs duties of unit supervisor in their absence; corresponds with families and other agencies as needed; prepares reports, summaries and other documents; maintains records; and performs other duties as required.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

Good knowledge of the eligibility requirements for social services assistance as outlined by state and federal regulations; of the agency's eligibility guidelines, regulations and policies; of interviewing principles and techniques; of functions of various agencies and available resources. Some knowledge of computer systems.

Working skill in collecting data through personal interviews or oral questioning; in maintaining records and case files; in supervising subordinate employees; in developing and maintaining good working relationships with customers.

MINIMUM EDUCATION AND EXPERIENCE:

Completion of the core curriculum for a bachelor's degree in social work or related field and two years of experience in social service eligibility work; or an equivalent combination of training and experience.

ADDITIONAL REQUIREMENTS:

None.

<p>This class specification is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.</p>
